(c) transferring the processed information to a database associated with a routing processor in the Internet network for intercepting and routing incoming calls;

(d) receiving incoming IPNT call at the routing processor;

(e) retrieving the processed information from the database; and

(f) selecting a destination for the call based on the processed information retrieved.

REMARKS

The present amendment is responsive to the Office Action mailed in the above-referenced case on august 15, 2000. In the Office Action claims 6-10 are presented for examination. Claims 6-10 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Andrews et al. (USP 5,848,143) hereinafter Andrews in view of Gottlieb (US 5,920,621) hereinafter Gottlieb, or Lindeberg et al (US 6,094,479), hereinafter Lindeberg.

Applicant has studied the prior art provided by the Examiner in detail, and the Examiner's remarks in rejection of the claims. In response, the applicant provides amendments to the base claims to clearly recite that the WAN is the Internet. Applicant herein argues the validity of the obviousness rejection presented by the Examiner. Applicant adds claims 14-16, which are similar to the claims previously numbered 11-13. The present claim 10 is herein canceled. Claims 11-12 were canceled in the last amendment by the applicant in view of the indicated allowability offered in the previous Office Action. The indicated allowability has been withdrawn in the present Action.

Claim 6, as amended, herein recites:

6. An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system in the Internet receiving IPNT calls from customers in the Internet, and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the at least one call center;

characterized in that the SCP processor uses activity information, including one or more of call volume, agent status, and agent skills, received from the at least one call center to select the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

The Examiner states that Andrews differs from claim 1 in that Andrews does not teach the use of a SCP processor to route incoming calls based on agent status. Applicant respectfully points out that Andrews fails to teach any intelligent routing at the network (Internet) level as the routing server used to further route IPNT calls in Andrews is at the customer premises.

Applicant requests the Examiner's attention to Fig. 10 of Andrews which clearly shows internet serve 480 and Local Call Router 470 controlling routing of incoming IPNT calls.

Andrews specifically teaches WAN interface 472 passes routing control signals from the central controller to the local telephone call router 470. Router 470 controls routing to and through the workgroups 62, 64 of the ACD 60 and/or IVR system 74 of telephone calls connected to the network interface 68 via the networks 12, 14, 16, based upon the control signals received from the central controller. <u>Router 470 controls routing to</u>

and through the Internet agents 482 and/or multimedia services 484 (e.g., text, audio, graphical, and/or video information stored on a conventional system adapted for permitting such information to be transmitted via the Internet network to the Internet callers) of Internet calls connected to the Internet server 480 via the Internet network 408, based upon the control signals received from the central controller. Preferably, the server 480 comprises a conventional Internet packet switch (col. 12, lines 4-18).

Clearly, in Andrews, there is no connection from controllers 30 to any SCP in the Internet 408. Applicant teaches a system having an intelligent link capability, enabling connection of an information provider at the customer premises to a SCP processor executing one or more usually customer-specific applications in the Internet network. Andrews fails to teach or suggest this type of connection enabling intelligent routing of IPNT calls at the network level.

Gottlieb and Lindeberg do not teach intelligent routing of IPNT calls at all, nor do they suggest the desire to do so. At the time the present invention was filed intelligent routing at the Internet network level did not exist in the art. Internet routing nodes known in the art are simply not capable of doing skill based routing. These nodes are limited to using routing tables only. Applicant's invention provides a new and innovative approach to IPNT call routing wherein a SCP in the Internet has access to specific information from an IPNT capable call center to intelligently route IPNT calls at the data network level.

Applicant argues that the combination of the prior art presented by the Examiner fails to produce the connection of an information source at the customer premises connected to a SCP processor, in the Internet Network.

Applicant believes claim 6 is clearly patentable over the 103 rejection presented by the Examiner. Claims 7-9 are patentable at least as depended from a patentable claim. Claim 10 is herein canceled.

Claim 14 herein recites:

14. An Internet Protocol Network Telephony (IPNT) call processing
system in the Internet for routing incoming calls to at least one agent
workstation in an IPNT-capable call center, comprising:

      an Internet routing server in the Internet for routing IPNT calls;
and

      a database connected to the Internet routing server receiving and
storing processed information about transactions in the call center,
including at least one of call volume, agent status, or agent skills at the
remote IPNT call center;

      wherein the Internet routing server selects final destinations for
the incoming calls based on the stored processed information about
transactions at the remote IPNT call centers.

      Claim 14 recites a connection between an Internet routing server in
the Internet and a database at the customer premises storing processed
information about transactions in the call center, including at least one of
call volume, agent status, or agent skills at the remote IPNT call center.
As argued on behalf of claim 6 above, the prior art simply fails to provide
this type of Intelligent routing at the Internet network level.

      Applicant believes claim 14 is patentable over the prior art
provided by the Examiner. Claim 15 is patentable at least as depended
from a patentable claim.

Claim 16 herein recites:

16. A method for routing an incoming IPNT call to a selected destination, comprising steps of:

(a) collecting information at a computer telephony integration (CTI) processor in an IPNT call center regarding operations of the call center;

(b) processing the collected information;

(c) transferring the processed information to a database associated with a routing processor in the Internet network for intercepting and routing incoming calls;

(d) receiving incoming IPNT call at the routing processor;

(e) retrieving the processed information from the database; and

(f) selecting a destination for the call based on the processed information retrieved.

Claim 16 is applicant's method claim associated with base claim 14. Claim 16 clearly recites a CTI processor having a connection to a database in the Internet wherein the routing processor in the Internet uses the information in the database to perform intelligent routing for incoming IPNT calls.
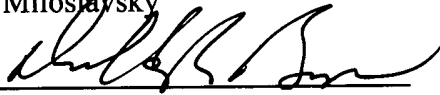
As previously argued on behalf of claim 6 and 14 above, the prior art does not specifically teach any connections to routing processors, servers or nodes, in the Internet enabling intelligent routing of the incoming IPNT calls. Applicant believes this aspect is inventive and certainly not suggested, nor is a combination of the art suggested in the art of Andrews, Gottlieb or Lindeberg. Therefore, claim 16 is also patentable over the prior art presented by the Examiner.

As all of the claims presented by the applicant have been shown to be patentable over the prior art in this case, applicant respectfully requests reconsideration to allow the claims, and the case passed quickly to issue.

If any fees are due beyond fees paid with this amendment, authorization is made to deduct those fees from deposit account 50-0534. If any time extension is needed beyond any extension requested with this amendment, such extension is hereby requested.

Respectfully Submitted,
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by_____

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